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By TOWNSEND and TOWNSEND and CREW LLP  
Erica L. Canonizado

PATENT

Attorney Docket No. 020366-077710US  
Client Ref.: 1777

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:

**CERAMI et al.**

Serial No.: 09/921,275

Filed: August 1, 2001

For: **PROACTIVE SERVICE REQUEST  
MANAGEMENT AND  
MEASUREMENT**

Examiner: Unassigned

Art Unit: 2151

LETTER TO OFFICIAL DRAFTSPERSON

**RECEIVED**

JUN 26 2002

Technology Center 2100

Assistant Commissioner for Patents  
Washington, D.C. 20231

Sir:

Please find attached eleven (11) sheets of formal drawings to be made of record in the above-identified case.

1/29/02  
Date

Respectfully submitted,

Brian N. Young  
Brian N. Young  
Reg. No. 48,602



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